

Enterprise Incident Report January 2012

As of 2/23/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Human Resource Management	Application Services	Martin Gonzalez	1	1
			1	1
		Paul Lundell	1	1
	Application Support	Steve Durtschi	0	0
			1	1
		Assigned to Individual Total	2	2
	Capitol Desktop Support	Brian Bintz	1	1
			1	1
		Assigned to Individual Total	1	1
	Help Desk	Brenda Treadway	7	7
			6	6
		Assigned to Individual Total	9	9

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Human Resource Management

			Low	FCR Total
Human Resource Management	Help Desk	James Stearns	2	2
			2	2
		Julie VanBeekum	3	3
			3	3
		Sarah Johnson	1	1
			0	0
		Vicky Marrelli	1	1
			0	0
		Assigned to Individual Total	9 7	9 7
	Metro A Desktop Support	Nancy Hachmeister	3	3
			0	0
		Rodney Austin	1	1
			0	0
		Assigned to Individual Total	4 0	4 0
	Metro A Help Desk	Cindy Schroeder	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Metro B Desktop Support	Anthony Booyse	1	1
			0	0
		Michael Barth	3	3
			0	0
		Sean Chadbourne	2	2
			0	0
		Tyler Pearce	3	3
			0	0

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Human Resource Management

			Low	FCR Total
Human Resource Management	Metro B Desktop Support	Wayne Higgs	1 0	1 0
		Assigned to Individual Total	10 0	10 0
	Metro B Help Desk	Gary Graham	1 1	1 1
		Gavin Barney	2 2	2 2
		Janet Hongsyvilay	1 1	1 1
		Torri Randa	2 2	2 2
		Val Shepherd	1 1	1 1
		Assigned to Individual Total	7 7	7 7
	Metro C Desktop Support	Chad D Fowers	1 0	1 0
		Ken Nobel	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Cliff Jensen	1 1	1 1
		Karen Gross	2 2	2 2
		Ross Owen	1 1	1 1

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Human Resource Management

			Low	FCR Total
Human Resource Management	Metro C Help Desk	Assigned to Individual Total	4	4
			4	4
	Metro C West Desktop Support	Mike Larsen	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Metro D Desktop Support	Denise Wardle	1	1
			0	0
		Dusty Serr	2	2
			0	0
		Jon Hager	1	1
			1	1
		Paul Gedge	4	4
			2	2
		Rod Tucker	1	1
			1	1
		Assigned to Individual Total	9	9
			4	4
	Metro D Help Desk	Doug Brown	1	1
			1	1
		John Robinson	2	2
			2	2
		Assigned to Individual Total	3	3
			3	3
	Metro D Hosting	Danny Simmons	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0

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Human Resource Management

			Low	FCR Total
Human Resource Management	Rural Central Desktop Support	John Donaldson	2 2	2 2
		Robert Case	1 1	1 1
		Assigned to Individual Total	3 3	3 3
	Voice Operations	Britany Finlay	1 0	1 0
		Romanza Hamblin	4 4	4 4
		Assigned to Individual Total	5 4	5 4
	Assigned Group Total		71 43	71 43
	Customer Company Total		71 43	71 43

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Human Resource Management	Application Services	Martin Gonzalez	1 0	1 0
		Paul Lundell	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Application Support	Steve Durtschi	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Brian Bintz	7 1	7 1
		Scott Wunderlich	1 0	1 0
		Tom Hanson	1 0	1 0
		Assigned to Individual Total	9 1	9 1
	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0

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Human Resource Management

			Low	MIR Total
Human Resource Management	Help Desk	James Stearns	2 0	2 0
		Julie VanBeekum	3 0	3 0
		Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	9 0	9 0
	Metro A Desktop Support	Nancy Hachmeister	3 0	3 0
		Rodney Austin	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro A Help Desk	Cindy Schroeder	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Anthony Booyse	1 0	1 0
		Michael Barth	3 0	3 0
		Sean Chadbourne	2 0	2 0
		Tyler Pearce	3 0	3 0

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Human Resource Management

			Low	MIR Total
Human Resource Management	Metro B Desktop Support	Wayne Higgs	1 0	1 0
		Assigned to Individual Total	10 0	10 0
	Metro B Help Desk	Gary Graham	1 0	1 0
		Gavin Barney	2 0	2 0
		Janet Hongsyvilay	1 0	1 0
		Torri Randa	2 0	2 0
		Val Shepherd	1 0	1 0
		Assigned to Individual Total	7 0	7 0
	Metro C Desktop Support	Chad D Fowers	1 0	1 0
		Ken Knobel	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Cliff Jensen	1 0	1 0
		Karen Gross	2 0	2 0
		Ross Owen	1 0	1 0

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Human Resource Management

			Low	MIR Total
Human Resource Management	Metro C Help Desk	Assigned to Individual Total	4 0	4 0
	Metro C West Desktop Support	Mike Larsen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Denise Wardle	1 0	1 0
		Dusty Serr	2 0	2 0
		Jon Hager	1 0	1 0
		Paul Gedge	4 0	4 0
		Rod Tucker	1 0	1 0
		Assigned to Individual Total	9 0	9 0
	Metro D Help Desk	Doug Brown	1 0	1 0
		John Robinson	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro D Hosting	Danny Simmons	1 1	1 1
		Assigned to Individual Total	1 1	1 1

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Human Resource Management

			Low	MIR Total
Human Resource Management	Rural Central Desktop Support	John Donaldson	20	20
		Robert Case	10	10
		Assigned to Individual Total	30	30
	Voice Operations	Britany Finlay	10	10
		Romanza Hamblin	40	40
		Assigned to Individual Total	50	50
	Assigned Group Total		712	712
Customer Company Total			712	712

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Human Resource Management	Application Services	Martin Gonzalez	1 0.14	1 0.14
		Paul Lundell	1 0.45	1 0.45
		Assigned to Individual Total	2 0.29	2 0.29
	Application Support	Steve Durtschi	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	7 0.40	7 0.40
		Scott Wunderlich	1 0.59	1 0.59
		Tom Hanson	1 0.61	1 0.61
		Assigned to Individual Total	9 0.45	9 0.45
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Help Desk	James Stearns	2 0.00	2 0.00
		Julie VanBeekum	3 0.06	3 0.06
		Sarah Johnson	1 0.72	1 0.72
		Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	9 0.10	9 0.10
	Metro A Desktop Support	Nancy Hachmeister	3 0.10	3 0.10
		Rodney Austin	1 0.09	1 0.09
		Assigned to Individual Total	4 0.10	4 0.10
	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Anthony Booyse	1 0.13	1 0.13
		Michael Barth	3 0.19	3 0.19
		Sean Chadbourne	2 0.04	2 0.04
		Tyler Pearce	3 0.26	3 0.26

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro B Desktop Support	Wayne Higgs	1 0.07	1 0.07
		Assigned to Individual Total	10 0.16	10 0.16
	Metro B Help Desk	Gary Graham	1 0.00	1 0.00
		Gavin Barney	2 0.00	2 0.00
		Janet Hongsyvilay	1 0.00	1 0.00
		Torri Randa	2 0.00	2 0.00
		Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	7 0.00	7 0.00
	Metro C Desktop Support	Chad D Fowers	1 0.03	1 0.03
		Ken Knobel	1 0.74	1 0.74
		Assigned to Individual Total	2 0.39	2 0.39
	Metro C Help Desk	Cliff Jensen	1 0.00	1 0.00
		Karen Gross	2 0.00	2 0.00
		Ross Owen	1 0.00	1 0.00

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro C Help Desk	Assigned to Individual Total	4 0.00	4 0.00
	Metro C West Desktop Support	Mike Larsen	1 0.05	1 0.05
		Assigned to Individual Total	1 0.05	1 0.05
	Metro D Desktop Support	Denise Wardle	1 0.24	1 0.24
		Dusty Serr	2 0.40	2 0.40
		Jon Hager	1 0.00	1 0.00
		Paul Gedge	4 0.20	4 0.20
		Rod Tucker	1 0.00	1 0.00
		Assigned to Individual Total	9 0.21	9 0.21
	Metro D Help Desk	Doug Brown	1 0.00	1 0.00
		John Robinson	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro D Hosting	Danny Simmons	1 1.40	1 1.40
		Assigned to Individual Total	1 1.40	1 1.40

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Rural Central Desktop Support	John Donaldson	2 0.00	2 0.00
		Robert Case	1 0.00	1 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Voice Operations	Britany Finlay	1 0.00	1 0.00
		Romanza Hamblin	4 0.18	4 0.18
		Assigned to Individual Total	5 0.14	5 0.14
	Assigned Group Total		71 0.17	71 0.17
Customer Company Total			71 0.17	71 0.17

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Human Resource Management	Application Services	Martin Gonzalez	1 0	1 0
		Paul Lundell	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Application Support	Steve Durtschi	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Brian Bintz	7 0	7 0
		Scott Wunderlich	1 0	1 0
		Tom Hanson	1 0	1 0
		Assigned to Individual Total	9 0	9 0
	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0

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Human Resource Management

			Low	MR Total
Human Resource Management	Help Desk	James Stearns	2 0	2 0
		Julie VanBeekum	3 0	3 0
		Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	9 0	9 0
	Metro A Desktop Support	Nancy Hachmeister	3 0	3 0
		Rodney Austin	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro A Help Desk	Cindy Schroeder	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Anthony Booyse	1 0	1 0
		Michael Barth	3 0	3 0
		Sean Chadbourne	2 0	2 0
		Tyler Pearce	3 0	3 0

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Human Resource Management

			Low	MR Total
Human Resource Management	Metro B Desktop Support	Wayne Higgs	1 0	1 0
		Assigned to Individual Total	10 0	10 0
	Metro B Help Desk	Gary Graham	1 0	1 0
		Gavin Barney	2 0	2 0
		Janet Hongsyvilay	1 0	1 0
		Torri Randa	2 0	2 0
		Val Shepherd	1 0	1 0
		Assigned to Individual Total	7 0	7 0
	Metro C Desktop Support	Chad D Fowers	1 0	1 0
		Ken Knobel	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Cliff Jensen	1 0	1 0
		Karen Gross	2 0	2 0
		Ross Owen	1 0	1 0

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Human Resource Management

			Low	MR Total
Human Resource Management	Metro C Help Desk	Assigned to Individual Total	4 0	4 0
	Metro C West Desktop Support	Mike Larsen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Denise Wardle	1 1	1 1
		Dusty Serr	2 1	2 1
		Jon Hager	1 0	1 0
		Paul Gedge	4 0	4 0
		Rod Tucker	1 0	1 0
		Assigned to Individual Total	9 2	9 2
	Metro D Help Desk	Doug Brown	1 0	1 0
		John Robinson	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro D Hosting	Danny Simmons	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Human Resource Management

			Low	MR Total
Human Resource Management	Rural Central Desktop Support	John Donaldson	20	20
		Robert Case	10	10
		Assigned to Individual Total	30	30
	Voice Operations	Britany Finlay	10	10
		Romanza Hamblin	40	40
		Assigned to Individual Total	50	50
	Assigned Group Total		712	712
Customer Company Total			712	712

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Human Resource Management	Application Services	Martin Gonzalez	1 0.17	1 0.17
		Paul Lundell	1 0.62	1 0.62
		Assigned to Individual Total	2 0.39	2 0.39
	Application Support	Steve Durtschi	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	7 0.88	7 0.88
		Scott Wunderlich	1 0.97	1 0.97
		Tom Hanson	1 1.20	1 1.20
		Assigned to Individual Total	9 0.93	9 0.93
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Help Desk	James Stearns	2 0.00	2 0.00
		Julie VanBeekum	3 0.14	3 0.14
		Sarah Johnson	1 0.79	1 0.79
		Vicky Marrelli	1 1.11	1 1.11
		Assigned to Individual Total	9 0.26	9 0.26
	Metro A Desktop Support	Nancy Hachmeister	3 0.40	3 0.40
		Rodney Austin	1 0.90	1 0.90
		Assigned to Individual Total	4 0.53	4 0.53
	Metro A Help Desk	Cindy Schroeder	1 0.12	1 0.12
		Assigned to Individual Total	1 0.12	1 0.12
	Metro B Desktop Support	Anthony Booyse	1 1.06	1 1.06
		Michael Barth	3 1.45	3 1.45
		Sean Chadbourne	2 1.79	2 1.79
		Tyler Pearce	3 0.38	3 0.38

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro B Desktop Support	Wayne Higgs	1 0.70	1 0.70
		Assigned to Individual Total	10 1.08	10 1.08
	Metro B Help Desk	Gary Graham	1 0.08	1 0.08
		Gavin Barney	2 0.00	2 0.00
		Janet Hongsyvilay	1 0.02	1 0.02
		Torri Randa	2 0.00	2 0.00
		Val Shepherd	1 0.00	1 0.00
		Assigned to Individual Total	7 0.01	7 0.01
	Metro C Desktop Support	Chad D Fowers	1 0.30	1 0.30
		Ken Knobel	1 0.74	1 0.74
		Assigned to Individual Total	2 0.52	2 0.52
	Metro C Help Desk	Cliff Jensen	1 0.00	1 0.00
		Karen Gross	2 0.00	2 0.00
		Ross Owen	1 0.00	1 0.00

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro C Help Desk	Assigned to Individual Total	4 0.00	4 0.00
	Metro C West Desktop Support	Mike Larsen	1 0.21	1 0.21
		Assigned to Individual Total	1 0.21	1 0.21
	Metro D Desktop Support	Denise Wardle	1 13.64	1 13.64
		Dusty Serr	2 5.67	2 5.67
		Jon Hager	1 0.00	1 0.00
		Paul Gedge	4 2.19	4 2.19
		Rod Tucker	1 0.00	1 0.00
		Assigned to Individual Total	9 3.75	9 3.75
	Metro D Help Desk	Doug Brown	1 0.00	1 0.00
		John Robinson	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro D Hosting	Danny Simmons	1 1.40	1 1.40
		Assigned to Individual Total	1 1.40	1 1.40

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Rural Central Desktop Support	John Donaldson	2 0.00	2 0.00
		Robert Case	1 0.00	1 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Voice Operations	Britany Finlay	1 0.00	1 0.00
		Romanza Hamblin	4 0.35	4 0.35
		Assigned to Individual Total	5 0.28	5 0.28
	Assigned Group Total		71 0.88	71 0.88
Customer Company Total			71 0.88	71 0.88

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Human Resource Management

Detail

INC000000438168	Brooke Baker	Telecom	Voice Mail	Telephone	TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin	Human Resource Management	Low Closed	TTR Missed: No	0.32
INC000000438184	Carrie Frampton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000438212	Rosanne Ricks	None	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low Closed	TTR Missed: No	3.29
INC000000438428	Carrie Stevenson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000438440	Carita Eldredge	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.02
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low Closed	TTR Missed: No	0.17
INC000000438762	Matthew Romney	Network	Error	Employee Gateway	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000438806	Rosanne Ricks	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000439525	Sarah W Thomson	None	None	None	TIR Missed: No	0.00
	Application Support	Steve Durtschi	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000439852	Patricia M Kingsbury	Telecom	Voice Mail	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin	Human Resource Management	Low Closed	TTR Missed: No	0.26
INC000000440561	Kim Diamond-Smith	None	None	Human Resource Enterprise	TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low Closed	TTR Missed: No	1.06
INC000000440567	Karen Harris	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.24
	Metro D Desktop Support	Denise Wardle	Human Resource Management	Low Closed	TTR Missed: Yes	13.64
INC000000441071	Tammy Hunt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000441376	Jeannette Raymond	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Metro C West Desktop Support	Mike Larsen	Human Resource Management	Low Closed	TTR Missed: No	0.21
INC000000441388	Sandra Johnston	PC/Laptop	Error	None	TIR Missed: No	0.59
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low Closed	TTR Missed: No	0.97
INC000000442411	Sarah W Thomson	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000442693	Natalie Gearheart	None	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low Closed	TTR Missed: No	0.29

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INC000000443168	Jennifer Wakefield	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
	Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	3.72
INC000000443369	Patty Young	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed: No	0.08
INC000000443502	Natalie Gearheart	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000444241	Bryan Embley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000444601	Anita Quibell	PC/Laptop	Hardware	None		TIR Missed: No	0.74
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed	TTR Missed: No	0.74
INC000000444629	Tammy Hunt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000445466	Letty Debenham	Application	Error	Microsoft Excel		TIR Missed: No	0.61
	Capitol Desktop Support	Tom Hanson	Human Resource Management	Low	Closed	TTR Missed: No	1.20
INC000000445590	Jennifer Burge	Network	Performance	Novell eDirectory		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.57
INC000000446391	Natalie Gearheart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000447399	Karen Harris	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.42
	Metro D Desktop Support	Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	5.74
INC000000447555	Jennifer Wakefield	Application	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	0.23
INC000000447838	Melissa Little	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000447909	Barbara Smith	Telecom	None	None		TIR Missed: No	0.00
	Voice Operations	Britany Finlay	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000448098	Karen Harris	Application	Error	None		TIR Missed: No	0.68
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Closed	TTR Missed: Yes	7.72
INC000000448210	Robbin Williams	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Human Resource Management	Low	Closed	TTR Missed: No	0.43
INC000000448494	Melissa Little	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000448746	Jolene Davis	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	0.00

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INC000000448850	Con Whipple	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000449061	Natalie Gearheart	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000449072	Carita Eldredge	PC/Laptop	None	None	TIR Missed: No	0.67
Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Closed	TTR Missed: No	0.73
INC000000449511	Lowe Rudd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000449668	Jeri Lea Buckley	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000449829	Jennifer Wakefield	PC/Laptop	Hardware	None	TIR Missed: No	0.07
Metro B Desktop Support	Wayne Higgs	Human Resource Management	Low	Closed	TTR Missed: No	0.70
INC000000450035	Cole Gilmore	Network	Incident	ZENworks for Desktops	TIR Missed: No	0.59
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.59
INC000000450162	Jennifer Wakefield	None	None	None	TIR Missed: No	0.19
Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.43
INC000000450381	JJ Acker	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000450762	Mary Ann Davis	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000450768	Brooke Baker	Application	Error	Human Resource Enterprise	TIR Missed: No	0.21
Metro B Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	0.39
INC000000450972	Sherry Saracino	None	None	None	TIR Missed: No	0.72
Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	0.79
INC000000450983	Jennifer Wakefield	None	None	None	TIR Missed: No	0.16
Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.19
INC000000451000	Mike Tribe	PC/Laptop	Hardware	None	TIR Missed: No	0.08
Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Closed	TTR Missed: No	0.23
INC000000451100	Colette Hudson	PC/Laptop	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000451138	Rachel Dodge	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000451288	Rachel Dodge	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.00

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INC000000451367	Jennifer Wakefield	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.45
INC000000451807	Glenn Parsons	None	None	None		TIR Missed: No	0.39
	Metro D Desktop Support	Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	3.00
INC000000451862	Dave Gardner	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000452157	Angela Rhodes	Application	Reporting	Novell GroupWise		TIR Missed: Yes	1.98
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.07
INC000000452206	Angela Rhodes	Telecom	Coverage Path	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Human Resource Management	Low	Closed	TTR Missed: No	0.39
INC000000452229	Cole Gilmore	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000452371	Jennifer Wakefield	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000452517	Jennifer Wakefield	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000452606	Brian Gough	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	1.11
INC000000452681	Brian Gough	Application	Reporting	Novell GroupWise		TIR Missed: No	0.14
	Application Services	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed: No	0.17
INC000000452834	Kimball Tanner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000453163	Linda Trujillo	Server	None	None		TIR Missed: Yes	1.40
	Metro D Hosting	Danny Simmons	Human Resource Management	Low	Closed	TTR Missed: No	1.40
INC000000453529	Jennifer Wakefield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Closed	TTR Missed: No	0.12
INC000000454051	Jennifer Burge	Network	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed	TTR Missed: No	0.90
INC000000454392	Rosanne Ricks	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000454401	Bethany Alsobrook	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	0.30
INC000000454416	Patricia M Kingsbury	PC/Laptop	None	None		TIR Missed: No	0.24
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	3.44

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INC000000454569	Sarah Tice	Application	None	Novell GroupWise		TIR Missed: No	0.45
	Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	0.62
INC000000454829	Glenn Parsons	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Closed	TTR Missed: No	3.62
INC000000455108	Karen Harris	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000455110	Linda Beus	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	0.00